



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Richard L. Bruner
CHAIR

Timothy L. Lapointe
Jeff Franklin

Robert F. Holz
Rob Sand

Kelly Dolan Lange

Philip Groner, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

Iowa Telecommunications & Technology Commission Grimes State Office Building, 1st Floor 400 E. 14th Street, Des Moines, IA 50319

FINAL

April 18, 2019

To ensure the most efficient use of State resources, the April 18, 2019 ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference also ensured that more Commissioners were able to participate in the meeting and reduced the risk of delays caused by weather or other impediments to travel. The meeting was accessible to members of the public through attendance at the Grimes State Office Building.

- **Roll Call:**

- **Commissioners Present:**

- Richard Bruner, Chair (on-site)
 - Bob Holz, Member (on-site)
 - Kelly Dolan Lange, Member (LightSpeed Plus Video)
 - John McCormally, Representing Rob Sand, Ex-Officio Member
 - Jeff Franklin, Ex-Officio Member

- **Commissioners Absent:**

- Timothy Lapointe, Member

- **Iowa Communications Network Staff Present:**

- Phil Groner, Executive Director
 - Deb Evans, Agency Division Administrator, Chief Financial Officer (CFO)
 - Mark Johnson, Carrier Services Division Administrator, Chief Operating Officer (COO)
 - Mike Cruise, Finance Bureau Manager
 - Randy Goddard, Business Services Bureau Manager
 - Ryan Mulhall, Network Services Bureau Manager
 - Scott Pappan, Engineering/Operations Bureau Manager
 - Dave Marley, Field Services Officer
 - Lori Larsen, Executive Officer 2 (Recorder)
 - Karen Alessio, Secretary 2 (LightSpeed Plus Video)

- **Guest Attendees:**

- Alan Nagel, Attorney General's Office
 - Barb Kniff, Incoming Commission Chair
 - Sean Corey, CenturyLink

- **Call to Order:**

- Chair Bruner called the meeting to order at 10:30 AM. It was noted that a quorum of members was not present for the meeting.
-

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- **Table Approval of the March 21, 2019 Meeting Minutes:**

- Chair Bruner tabled the approval of the March 21, 2019, meeting minutes.

- **Old Business:**

- None

- **New Business:**

- **Agency Updates**

- **Finance Update – Mike Cruise**

- Monthly Revenues and Expenses:
 - The month of March resulted in an operating margin of -\$62,600 or negative 2.5%. This is unfavorable by \$29,668 compared to the budget of -\$32,932.
- Year-to-Date Revenues and Expenses:
 - The March year-to-date operating margin was -\$1.34 million which is favorable by \$139,000 to the budgeted margin of -\$1.48 million.
- March Comparison to FY 2018:
 - The operating margin for March FY 2019 was \$75,000 unfavorable compared to March FY 2018. Revenue is down \$100,000 from March.
- Year-to-Date Comparison to FY 2018:
 - The March year-to-date margin of -\$1.34 million was favorable by \$292,000 to the FY 2018 margin of -\$1.64 million.

COMMENTS:

None

- **FY20 Budget – Mike Cruise**

ICN leadership is reviewing the Fiscal Year 2020 budget. A final draft will be sent to the Commission by April 22 for review. The budget will need to be approved by the Commission during the May ITTC meeting.

COMMENTS:

None

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o Business Services Update – Randy Goddard

- o Managed Voice Service (MVS):
 - New Voice Customer: Department of Human Services Iowa Medicaid Enterprise (IME): added 400 new phones and over 100 Automatic Call Distributor (ACD) System users.
- o HSEMD Wireline and Hosted Public Safety Answering Point (PSAP) Equipment:
 - Wireline solution progress: ICN is finalizing terms and conditions for the CAMA (Centralized Automatic Message Accounting) trunk aggregation with the vendor.
 - Hosted PSAP Solution: Engineering has completed the migration of the first three sites plus Hancock County (relocate). Orders have been submitted by HSEMD for another five sites. Letters of commitment for an additional 20 PSAP's have been received by HSEMD.
- o Iowa Rural Health Telecommunications Program (IRHTP), Network Equipment Upgrade:
 - First 35 orders have been submitted to Engineering.
 - Fourteen (14) site packets have been completed and are ready for install.
- o E-rate:
 - Anticipated to have complete analysis by end of April (delayed due to USAC E-rate extensions) regarding the number of E-rate contracts ICN was awarded.
 - Nineteen (19) schools increased Internet from 200-300 Mb to 1 Gb or greater.
 - Added three schools for Basic Internet with Firewall service, and added three schools for Advanced Threat Protection service.
- o Significant Orders Received:
 - Fiber build and Internet Service for Dordt College.
 - FEMA Disaster Recovery Offices: Windsor Heights, Glenwood, and Missouri Valley.
 - 13 customer fiber build projects to be completed by end of summer.
- o Outreach:
 - Completed - Earlham High School College and Career Day, March 29, Earlham, IA.
 - Completed - Cyber Security Roadshow, March 26, Burlington.
 - Completed - One to One Educators Conference April 3, Des Moines.
 - Iowa Association of Independent Colleges & Universities May 22-23, Drake University, Des Moines.
 - School Administrators of Iowa Annual Conference, July 31 – Aug 1, Des Moines.
 - Iowa Technology & Education Conference, Oct 13-15, Des Moines.

COMMENTS:

BRUNER: Could you explain our Managed Voice Service (MVS)?

GODDARD: An explanation of the current managed voice service partnership with CenturyLink was provided. It was explained that there are about 8,000 phones that have been migrated on the Capitol Complex. MVS has opened opportunities for customers that have direct connections to the ICN (i.e. K-12 schools, libraries, field offices, Area Education Agencies). The benefits and features include: no long distance, no contracts, and customer's monthly costs are anticipated to be decreased. ICN funded the cabling investment on the Capitol Complex to support the voice migration.

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BRUNER: Could you provide an E-rate overview?

GODDARD: An overview of the E-rate process was provided. Each year K-12 schools, libraries, and Area Education Agencies are able to participate in telecommunications subsidization through the E-rate program administered by the Universal Service Administrative Company (USAC). Eligible services: Internet or Ethernet connectivity, building infrastructure cabling, specific hardware purchases, managed firewall services, wireless connectivity, etc. The funding is based on the National School Lunch Program (NSLP). USAC also administers another program that supports Rural Health Care.

○ ICN Carrier Updates

▪ Network Services Update – Ryan Mulhall

- Iowa Rural Health Telecommunications Program (IRHTP) Network Equipment Upgrade:
 - Visited various healthcare customers recently, and they are pleased that this project is moving forward.
- Outside Plant:
 - Increase in Executive Council claims this fiscal year due to the flooding in Western Iowa.
 - Beginning to work through the 13 new fiber build orders.
 - Completed Engineering services RFP.
- Technical Assistance Center (TAC):
 - Team went above and beyond for the new IME Voice deployment and FEMA Voice deployment.
- Security:
 - ICN has been asked to take part in revising the State of Iowa's cybersecurity strategy. ICN took part in the original multi-agency partnership in 2016. This time the OCIO will request additional participants.
 - We built a quarantine network deployment to help remediate the instances when legitimate websites redirect internal users to malicious sites. This process gives the ability to do more forensics and decreases the amount of time users are without laptops.
 - Drafting a new monitoring policy to define what the ICN can and cannot do when troubleshooting a security situation.
- ServiceNow:
 - Continue to review Customer Service Management and the potential benefits to the ICN and customers. Internally we continue to review definitions and refining workflows.
 - ICN will take part in a panel discussion at ServiceNow's Knowledge 2019 conference in May. In addition, ServiceNow plans to highlight ICN's launch of the Customer Service Portal in an upcoming ebook.

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COMMENTS:

BRUNER: Could you explain the ServiceNow Customer Portal?

MULHALL: An overview of the Customer Portal was provided. With the portal, ICN consolidated a few systems. It gives customers the ability to place orders, check on statuses, and check on incidents if they have outages or troubles. We continue to look at ways to enhance and improve the customer experience.

▪ Operations/Engineering Update – Scott Pappan

- Power Upgrade:
 - The project is nearing completion.
- 100GB Network Core Upgrade:
 - Mason City is now operational with all circuits being moved over in May.
 - Tiffin is programed and racked and will be installed in June.
 - Newton will be delivered in April. Services will be installed in June as well.
 - The focus is still 911 and IRHTP, but this project is still moving along.
- E911 Multi-Node Hosted Platform:
 - Services have been engineered and installed at colocation facilities.
 - Working on new PSAP orders as they are requested from Iowa HSEMD.
- E911 TDM/Ethernet network project:
 - Contracting is completed.
 - Engineering a solution that works with HSEMD and their current ESInet provider.
- IRHTP/Hospital Upgrades:
 - Equipment is being tested and configured for the field.
 - Orders are now being placed for installation.
- VMware Platform:
 - Failover and Disaster Recovery software Point of Concepts (POCs) are still moving forward.
 - The first POC has been completed by Veeam.
 - The second POC is currently testing several Dell solutions.
- Managed Voice Service (MVS):
 - The original voice migrations are nearing completion.
 - New orders are being completed.

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COMMENTS:

BRUNER: Could you explain the Tiffin project?

PAPPAN: An overview of the Tiffin infrastructure project was provided. ICN is partnering with the Iowa Department of Transportation (DOT). The location was offered by the Iowa DOT, which also provided fiber assets. This site offers enhanced redundancy for the Network.

• Other Business:

○ Legislative Update – Mark Johnson

The legislature appears to be working towards adjournment. They are discussing the budget bills. ICN's bill did pass and was signed by the Governor. We will begin the process to eliminate the administrative rules related to the Education Telecommunications Council and the Regional Telecommunications Councils. Those changes will be presented to the Commission in the future. It is typically a 180 day process to change administrative rules.

COMMENTS:

None

○ ITTC Committee Update – Staff/Commission

Customer and Services Committee – Randy Goddard

Meeting Date: Wednesday, April 10, 2019

Attendance: Commissioner Lange, Commissioner Holz, Randy Goddard and Lori Larsen.

Discussion Items:

- ICN's authorized user requests.
- Requests for waiver of network use by certified users.
- New customers.
- Services: Managed LAN (Local Area Network) and Managed WAN (Wide Area Network).
- Sales outreach.
- Customer complaints.

Finance Committee – Mike Cruise

Meeting Date: Monday, April 15, 2019

Attendance: Commissioner Holz and Mike Cruise

Discussion Items:

- March Reports.
- Fiscal Year 2020 budget progress.
- Contracting.
- Confirmed 5-year budget will be presented.
- Confirmed explanation will be provided for outsourcing network management, instead of using ICN employees.

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Personnel Committee – Mark Johnson

Canceled for April. After meeting cancelation, Mark Johnson did inform the committee regarding one outstanding item, a job offer for a Telecom Engineering position. The individual that was offered the position did accept it.

COMMENTS:

None

○ **Personnel Changes – Phil Groner**

I wanted to update the Commission regarding some personnel changes.

- Jontell Harris resigned, and took a new position at the University of Iowa Hospitals and Clinics. She is getting married next year, and wanted to be closer to her new family. We wish Jontell the best.
- Pearl Rohmiller retired from the Finance Bureau. Pearl had been with the ICN for the past nine (9) years. She was a great employee. She plans to spend time on the farm with her husband.

○ **Statewide Youth Broadband Advisory Council (SYBAC) – Phil Groner**

Last week ICN had its annual SYBAC day. SYBAC is a council comprised of high school students throughout the State. We have 12 students from sophomore to senior. They get together every month to discuss technology issues, and feed to us their thoughts and ideas about the future of technology. It is designed for ICN to get a grasp in regards to what the next generation is looking for in technology. Every year ICN holds an annual day where we invite the students to come to Des Moines. We give them tours of the ICN, the OCIO's State Operations Center in the Hoover Building, they visit the Capitol and meet legislators, and we close with the regularly monthly meeting. We invite their parents and sponsors to also attend. We look forward to doing it again next year. We are currently taking applications for next year's SYBAC group.

COMMENTS:

BRUNER: We started SYBAC three years ago. If you have a chance to sit on one of these meetings, you will be amazed with what the kids come up with (driverless cars, WiFi in school buses). The kids are so technologically advanced.

○ **Medical Leave – Phil Groner**

Phil Groner will be on medical leave starting Tuesday, April 23, for 3 to 6 weeks. In the interim, Deb Evans will be the Acting Executive Director.

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○ Chair Bruner Recognition – Phil Groner

Phil Groner recognized Chair Bruner for his dedicated years of service to the ITTC, ICN, customers and stakeholders, and the citizens of Iowa. Chair Bruner was presented with a thank you letter, card signed by staff, and a plaque from the ITTC.

BRUNER: It says 2011-2019. The first year I was a Commissioner, the next seven I have been Chair. This has been a delight. We have had some good Commissioners come and go. They have all been very supportive of the ICN. The current Commissioners have been supportive too. Those around the table, you are all professional. Thank you, I really appreciate it. Turning it over to Barb, I know it will be in very good hands. She will enjoy the experience and it will be very rewarding. In closing, I have really enjoyed it.

• Public Comment:

NONE.

• Adjournment:

The ITTC meeting adjourned at 11:15 a.m.

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